

2002

EXECUTIVE
SUMMARY

R E P O R T O N

Survey of Crime Victims

WASHINGTON, D C

*A survey of the
satisfaction of police service
and response from
victims of crime
in Washington, DC*



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Executive Summary

During three weeks in March/April 2002, the Metropolitan Police Department of the District of Columbia (MPDC) conducted telephone interviews with 395 persons who reported being victims of aggravated assault, auto theft, burglary, robbery, or simple assault between December 2001 and January 2002. The victims contacted were randomly selected from a database of police reports. The survey was designed to: (1) measure victim satisfaction with MPDC's response in the immediate aftermath of victimization; (2) measure victim satisfaction with MPDC's follow-up response and (3) determine what changes MPDC might make to improve services to crime victims.

This study was a replication of one conducted a year earlier where a similarly selected group of victims were surveyed with nearly the same survey instrument. In the initial survey most victims reported that, overall, they were satisfied with the services they received and that most of the officers with whom they interacted were respectful. The results suggested that officers demonstrated good skills in certain aspects of working with crime victims, including offering reassurance, making victims feel at ease, listening without judging, showing concern for the victim and informing victims about what to expect next from the Police Department. The initial survey also revealed several areas where improvement could be made, such as officers more regularly informing victims of their rights as crime victims, providing them with referral information about government agencies or other providers of assistance to victims, and offering victims crime prevention information. In general, the survey revealed that the Department performed quite well

at the initial response, but needed to improve the kinds of services members provide to crime victims, particularly with respect to follow-up contact and provision of information related to reducing the likelihood of repeat victimization.

This second survey was conducted to measure any changes over time in these general findings from the initial survey.

Survey Methodology

The questionnaire for the MPDC Crime Victims Survey was designed to provide the Department with both general and specific information about the recent experiences of crime victims in their interaction with Department members. Twenty police recruits administered the telephone interviews. The recruits received specialized training in conducting interviews as well as in the needs of crime victims. Through this experience, the recruits received a first-hand lesson in the importance of responding to victims in a manner that engenders victim cooperation and confidence in the police. Interviews were conducted at various times of the day over a three-week period.

Summary of Results

The following discussion presents stand-alone findings from this survey, and compares these findings to those of the previous year's survey. Over the one-year period, there were no significant changes in victims' satisfaction, which remained quite high. In both surveys, nearly eight in ten



victims reported that, overall, they were satisfied with the services they received and that more than 90 percent of the officers with whom they interacted were respectful. The analysis also found that responding officers demonstrated good skills in certain aspects of meeting the needs of crime victims, including offering reassurance, making victims feel at ease, listening without judging, showing concern for the victims and informing them about what to expect next from the police. There was a slight decrease in the number of victims who received follow-up contact from MPDC.

The survey also revealed interesting findings pertaining to factors that affect victim satisfaction with police. For instance, the survey results indicate that higher levels of satisfaction with police follow-up are positively related to the speediness of the re-contact, as is the provision of information and assurances during follow-up. In other words, the sooner police re-contacted a victim following an incident, the more satisfied the victim was likely to be with the police response.

The remainder of this report provides more detailed findings and analysis from the MPDC's Survey of Crime Victims.

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Introduction

In March and April of 2002, the Metropolitan Police Department of the District of Columbia (MPDC) conducted a telephone survey of 395 persons who had been crime victims in the previous 60–90 days. The purpose of the survey was to measure the quality of victim services provided by MPDC officers and detectives at the time of their initial response to the crime and during follow-up re-contacts. This report summarizes the survey methodology and results, and examines patterns in the information provided by crime victims regarding their experiences with MPDC members.

Background and Survey Methodology

In 1999, under the leadership of Chief Charles H. Ramsey, MPDC implemented *Policing for Prevention*, a community policing strategy designed to reduce crime through strategic law enforcement efforts, mobilization of community members, and engagement in a comprehensive approach with other agency providers to address the underlying causes and consequences of crime. MPDC's three-pronged community policing strategy supports the Department's mission to prevent crime and the fear of crime and to build safe and healthy neighborhoods. Within that framework, improved service to victims is not only a key aspect of preventing crime and reducing the fear of crime, but also a crucial component of community wellness.

In early 2002, the Office of Organizational Development (OOD) of the MPDC conducted a second year survey of victims of crime in the District of Columbia, to follow-up on the initial survey conducted the previous year. This project consists of four phases:

- Phase I: crime victim survey design and pre-testing,
- Phase II: recruit officer training in victimization issues and telephone surveying techniques,
- Phase III: random crime victim case selection and survey administration, and
- Phase IV: survey data analysis and reporting.

The results of the survey, which are summarized in the following report, will be used to identify needed changes in policy and procedure, and training in the area of interaction with victims.

Phase I

In Phase I the questionnaire used in the first survey was revised to include additional items to measure victims' perceptions of the quality of services received from the responding officer and the detective who followed up on the case. The survey questionnaire used in the first survey was based on a review of victimization literature, including the National Crime Victimization Survey (NVCS) and a 1996 report from the U.S. Department of Justice, National



Questions were designed to provide MPDC with both general and specific information about the experiences of crime victims and their interactions with members.

Institute of Justice, on best practices for serving the needs of crime victims and witnesses. Questions were designed to provide MPDC with both general and specific information about the recent experiences of crime victims and their interactions with Department members. The resulting questionnaire for the second year MPDC Crime Victims Survey (see Appendix A) consisted of 29 questions pertaining to:

- Victim recollection of the crime and satisfaction with services provided by MPDC, including respect shown by officers for crime victims (Questions 1–3 and Question 19)
- Officer interaction skills and knowledge of available victim services conveyed to crime victims (Questions 4a–4n)
- Victim confidentiality and rights (Questions 5–10)
- MPDC follow-up with victims (Questions 11–17a–17e)
- Victim outreach to service providers and feelings of safety (Questions 18a–18h and 20)
- Subsequent victimization (Questions 21 and 22a–22j)
- Respondent demographics (Questions 23–28)
- Crime victims' compliments, criticisms and additional suggestions for MPDC (Question 29)

Phase II

In Phase II, 20 police officer recruits at the MPDC Maurice T. Turner Jr., Institute of Police Science, received 12 hours of training in victim issues and telephone surveying

techniques. The training was provided by OOD staff with extensive knowledge of victim services delivery, survey administration and survey research methods. Training topics included the following:

- Types of victimization;
- Physical and psychological trauma experienced by victims;
- Other forms of direct and indirect consequences of victimization;
- Victim rights;
- Victim services programs such as professional treatment services and other assistance programs;
- Ways in which crime victims are impacted by insensitive treatment from police officers and other members/components of the criminal justice system; and
- Ways in which police can treat victims of crime with sensitivity and mitigate the effects of insensitive treatment from the criminal justice system.

Police recruits were trained in telephone interviewing techniques, including making the initial contact, remaining neutral when probing, recording responses and ending the interview. After completing this training, recruits were assigned dates/times over a three-week period to conduct telephone interviews.

Phase III

In Phase III, a random sample of victims was selected from five crime categories: aggravated assault, motor



Victims reported that responding officers consistently offered reassurance [and] made them feel at ease...



vehicle theft, burglary, robbery and simple assault. With the exception of simple assault, these crimes are among the FBI's list of "Index Crimes," meaning that they are considered more serious and are serious problems within the District of Columbia.

Each recruit's assignment during a shift consisted of a number of "Call Record Sheets" that listed the victim's name, address, telephone number, type and date of offense, and the Central Complaint Number (CCN). On the Call Record Sheet, the recruits documented the result of each attempt to contact the victim. They were required to make a minimum of four attempts to contact each victim, at different times of the day and different days of the week. They were able to successfully contact and interview a total of 395 victims.

Phase IV

The data collected through the 395 telephone interviews were subsequently entered into a computer for data analysis in Phase IV.

Overall Survey Results

Overall, the victims¹ interviewed expressed high levels of satisfaction with their experience with the MPDC following victimization. Some of the central results include the following:

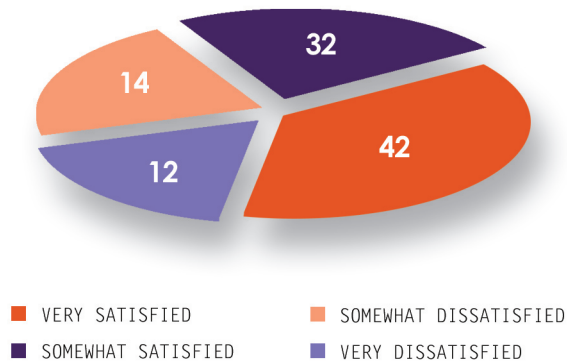
- 74 percent of victims were very or somewhat satisfied with the overall MPDC response.
- 76 percent of victims were very or somewhat satisfied with the initial police response.
- 94 percent of victims reported that the responding officers were very or somewhat respectful.
- 82 percent of victims were very or somewhat satisfied with the MPDC representative who performed follow-up.

As in the previous year's survey, victims reported that responding officers consistently offered reassurance, made them feel at ease, listened to them without judging, showed concern and informed them about what to expect next from the Police Department. As was also the case in the earlier survey, victims reported that officers were less consistent about informing victims of their rights and entitlements as crime victims, providing referral information about government agencies or other providers of assistance to victims, and offering crime prevention information.

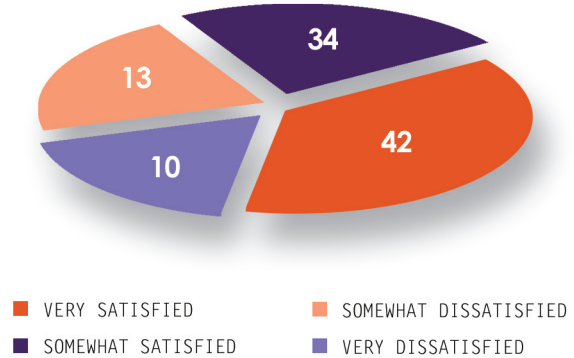
In general, it appears that the Department continues to perform well in terms of responding to crime victims. Nonetheless, improvements could still be made in some areas. These include: (1) increase the regularity with which officers provide specialized forms of information to victims during the initial contact as well as during follow-up, and (2) increase the frequency with which officers/detectives/investigators perform follow-up with crime victims.

**FIGURE 1.**

*Satisfaction with Overall Police Response (n=388)
(per cent)*

**FIGURE 2.**

Satisfaction with Initial Police Response (n = 387)³



Overall Satisfaction with Police Services

A. *Victim recollection of the crime and satisfaction with services provided by MPDC, including respect shown by officers for crime victims (Questions 1–3)*

Of the 388 victims interviewed, only one person did not recall the incident that led to inclusion in the survey sample. Nonetheless, the respondent answered several of the remaining survey questions.

Respondents expressed high levels of satisfaction with the overall police response. As displayed in **Figure 1**, 42 percent of victims reported being very satisfied with the overall police response, and 74 percent of victims were either very or somewhat satisfied with the overall police response.²

By and large, the victims presented an optimistic picture of how the police respond to calls for service. **Figure 2** shows that, overall, 76 percent of victims indicated they were either very satisfied (42 percent) or somewhat satisfied (34 percent) with the services they received from MPDC during initial police contacts.

These numbers are slightly lower than those reported in the previous year's survey, where 51 percent of victims reported being very satisfied with the initial police response, and 28 percent were somewhat satisfied. On the other hand, they are comparable to results of a survey of District of Columbia residents conducted by the Institute for Policy Research in 1998, where about three-quarters of residents were at least somewhat satisfied with the way police handled an incident.

In the MPDC survey, 94 percent of victims interviewed said the police officers who responded to the initial call were either very respectful (79 percent) or somewhat respectful (15 percent) toward them during the first contact (see **Figure 3**)—results that are nearly identical to the results of the 2001 survey (80 percent and 15 percent, respectively).

B. *Officer interaction skills and knowledge of available victim services conveyed to crime victims (Questions 4a–4n)*

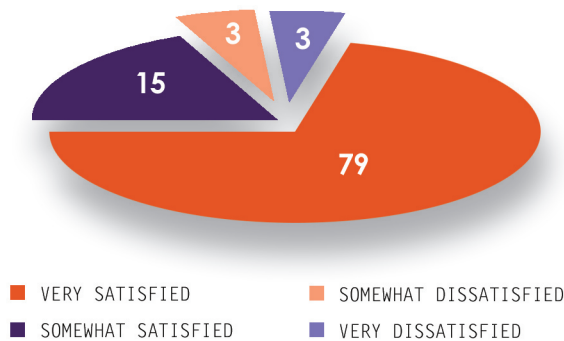
Victims were also asked whether they were provided with a range of information and services.⁴ As illustrated in **Figure 4**, 75 percent or more of victims indicated that the officers showed concern for their current situation, allowed them to talk about their situation without judging, made them feel at ease, and provided the victim with their names and phone numbers for follow-up questions. More than half of the victims indicated that the officers who responded to the scene offered reassurance that made them feel safe (58 percent), told them what the Department would do next on their case (65 percent) and talked to them about steps they could take to ensure their safety (51 percent).

On the other hand, the majority of victims who responded to this question indicated they were not provided referral information about other agencies that could assist them (75 percent). A majority also indicated that the officers did not suggest that counseling was available (80 percent) or provide crime prevention information (64 percent).

Several forms of assistance included in the questionnaire were applicable only to victims of certain types of crime,



FIGURE 3.
Perception of Level of Respect of Responding Officers (n=388)
(per cent)



and thus, were posed to a much smaller percentage of respondents. These included whether the officer (1) inquired about the need for medical assistance, (2) arranged for medical assistance, (3) provided/arranged for transportation, and/or (4) recommended that the victim seek a protective order. Of the victims for whom these types of assistance and information were applicable, more than half indicated that the officers who responded to the scene inquired if medical attention was needed (59 percent), while less than one-third reported that the officer(s) provided/arranged for medical assistance (26 percent), provided/arranged for transportation (31 percent), or recommended obtaining a protective order (32 percent).

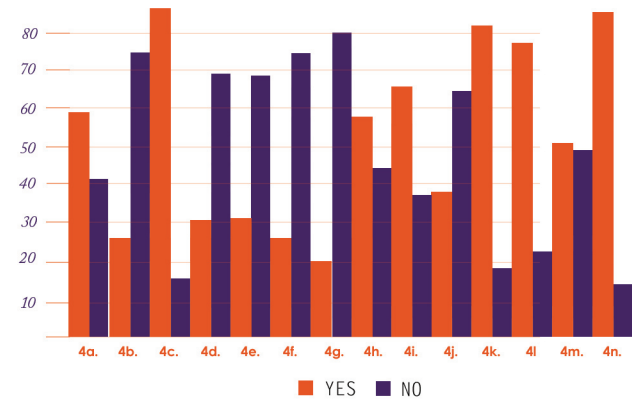
C. Victim confidentiality and rights (Questions 5–10)

Victims were asked several questions pertaining to whether officers treated their identity and the details of the crime confidentially, as well as whether they offered them victims' rights information. **Figure 5** illustrates that in about 3 out of 4 cases, officers interviewed victims in private locations. On the other hand, victims were provided explanations about their rights less than half the time.

Of the 365 crime victims who responded "yes" or "no" to question 6, 37 said they received written information about their rights as a crime victim. Of these, 36 respondents reported an opinion about the information they received, and 32 considered it either very or somewhat helpful.

Victims were also asked whether they were provided information about the District of Columbia Crime Victims' Compensation Program. Since victims of auto theft and burglary are generally not considered eligible, only 177 victims

FIGURE 4.
Service Provision in Special Knowledge and Skill Areas



- | | |
|--|---|
| 4a: Inquired about medical assistance (n=162) | 4i: Told what to expect next from MPDC (n=373) |
| 4b: Arranged for medical assistance (n=108) | 4j: Provided crime prevention info. (n=362) |
| 4c: Showed concern (n=356) | 4k: Listened without judging (n=356) |
| 4d: Arranged for transportation (n=153) | 4l: Put at ease (n=361) |
| 4e: Suggested obtaining protective order (n=289) | 4m: Talked about steps to ensure safety (n=361) |
| 4f: Provided referral info (n=221) | 4n: Provided name and phone number (n=379) |
| 4g: Suggested counseling (n=221) | |
| 4h: Offered reassurance (n=354) | |

of the 388 surveyed were potential recipients of this information. Seven victims reported receiving information about the Crime Victims Compensation Program; five of them reported that the information was very or somewhat helpful.

D. MPDC follow-up with victims (Questions 11–17)

Victims were asked several questions related to follow-up contact initiated by MPDC. Forty-one percent of victims surveyed (159) said they were re-contacted after the original incident by a representative of the MPDC (responding officer and/or detective/investigator),⁵ while 59 percent (225) said they were not re-contacted. The previous year, 45 percent of respondents reported being re-contacted by an MPDC officer.

A total of 155 of the 159 respondents who were re-contacted recalled the length of time between the initial contact and the follow-up. Of these, 86, or 56 percent indicated that the follow-up took place within seven days. In other words, over half of the re-contacts took place within a week of the original event. In the earlier survey, 59 percent of re-contacted victims reported being contacted within one week of the incident.

As shown in **Figure 6**, respondents reported high levels of satisfaction with the MPDC representative performing



FIGURE 5.
Percent of Victims Who Were Afforded Confidentiality, Privacy, and Information

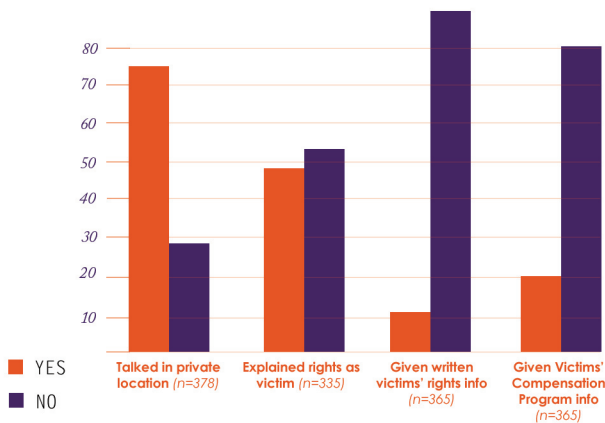
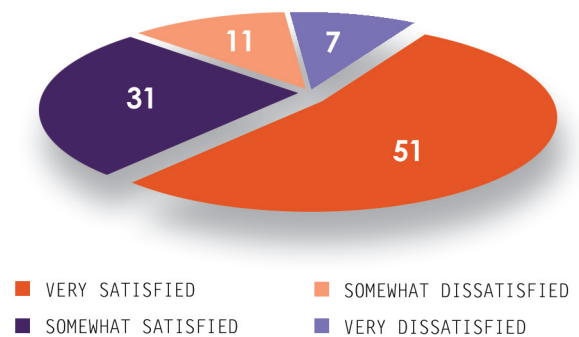


FIGURE 6.
Crime Victims' Satisfaction with MPDC Follow-up (n=153)



follow-up. Indeed, over 50 percent of those re-contacted reported being very satisfied, and 82 percent were either very or somewhat satisfied.

These data indicate that crime victims were even more satisfied with the MPDC representative who followed up with them than they were with the responding officer. One possible explanation for this finding is that the officer/detective/investigator who was doing the re-contacting may have had more time, and have been more knowledgeable and focused, on answering all of the victim's questions during the follow-up contact, resulting in a higher satisfaction rate.

Of the 159 respondents who were re-contacted, 140 recalled the rank of the member who made the follow-up contact. Thirty-one percent of these respondents (44) stated that follow-up was performed by the officer who responded to the original call, 64 percent (90) by a detective/investigator, and 3 percent (4) by both the officer who initially responded and the detective/investigator. **Figure 7** displays a comparison of satisfaction between victims for whom follow-up was performed by the responding officer and victims for whom follow-up was performed by a detective/investigator. It is interesting to note that victims for whom the original officer provided follow-up were over twice as likely to be very satisfied with the follow-up, compared to those for whom a detective provided follow-up. Indeed, only 2 of the 44 victims who received follow-up from the officer reported being either very or somewhat dissatisfied.

Additional investigation reveals that a possible explanation for this difference involves the interaction between victim satisfaction and the amount of time between the incident and the follow-up. Victims contacted within one day (the

same day or the next day) reported about the same level of satisfaction with the police response as those contacted within two to seven days (92 and 88 percent, respectively, reported being either very or somewhat satisfied). Not surprisingly, these victims expressed a much greater level of satisfaction than those contacted more than seven days after the incident (73 percent of victims reported being either very or somewhat satisfied).⁶ The data also indicate that follow-up performed by officers more often occurs within seven days than follow-up performed by detectives—74 percent as compared to 46 percent. Thus, the higher levels of satisfaction with officer-performed follow-up over detective-performed follow-up may be due to the relative speediness with which officers re-contact victims.

Follow-up questions about re-contact included ascertaining whether the MPDC representative performing contact seemed concerned, and whether the representative seemed more interested in obtaining additional information for the report or providing the victim with additional information. Victims report that 87 percent of MPDC representatives seemed to be either very concerned or somewhat concerned about the status/welfare of the victim. When questioned about whether the MPDC representatives provided information about the case or only seemed interested in getting additional information for the report, 30 percent of the victims reported that the MPDC representative seemed principally interested in providing information, 36 percent said the MPDC representatives were primarily interested in getting additional information, and 35 percent of victims reported that representatives were interested in providing as well as obtaining information.



FIGURE 7.
Crime Victims' Satisfaction with Follow-up by an MPDC Officer (n=44) as Compared to a Detective/Investigator (n=86)

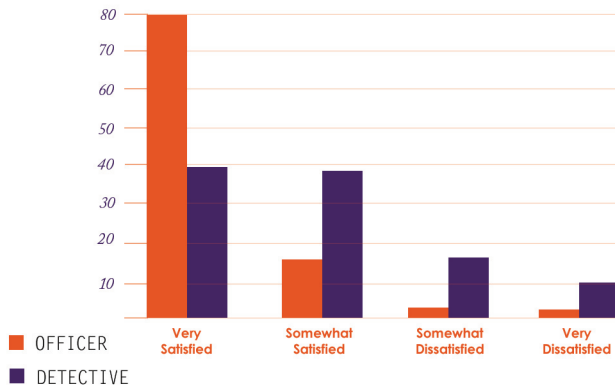


FIGURE 8.
Percentage of Cases in Which Additional Information and Assurances Were Provided, by Crime Type

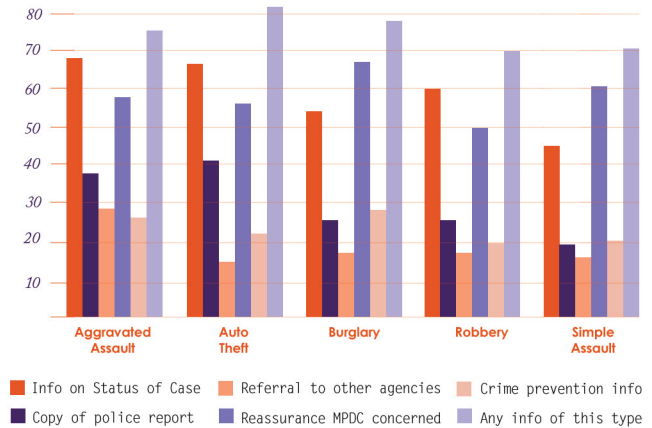


Table 1 lists the percent of instances, as reported by victims, in which officers provided specific types of information during re-contact. Information on the status of the investigation and reassurance that MPDC is concerned about the victim were the most common types of information provided during follow-up. Providing a copy of the incident report, referrals to other service agencies and provision of crime prevention information were reportedly provided less often.

Follow-up Information by Type of Victimization

Whether any information was provided during follow-up, as well as the specific type of information and/or reassurance provided, varied depending on the type of crime (see **Figure 8**). Overall, 77 percent of victims who reported receiving follow-up by the MPDC reported receiving some type of information during follow-up. The crime type for which the percentage of victims reporting receipt of information is the greatest is auto theft (82 percent), followed by burglary (78

percent), aggravated assault (76 percent), and simple assault and robbery (70 percent each). Information on the status of the case was the most commonly provided information to victims of aggravated assault, auto theft, and robbery, while reassurance that MPDC was concerned was the most commonly provided information to burglary and simple assault victims. Of the five crime types, officers provided crime prevention information most often to burglary and aggravated assault victims.

As reported above, 23 percent of victims reported receiving crime prevention information during the follow-up contact. This is a slight decrease from the previous year, when 27 percent of victims reported receiving crime prevention information. On a positive note, this year's data indicate that crime prevention information is given more consistently across crime types instead of being given to a high percentage of victims of one crime type and a low percentage of victims of another crime type.

As to the importance of providing information and assurances during follow-up, these results indicate that this is not only a factor in victim satisfaction with the representative

TABLE 1. *Specific Information Provided During Re-Contact*

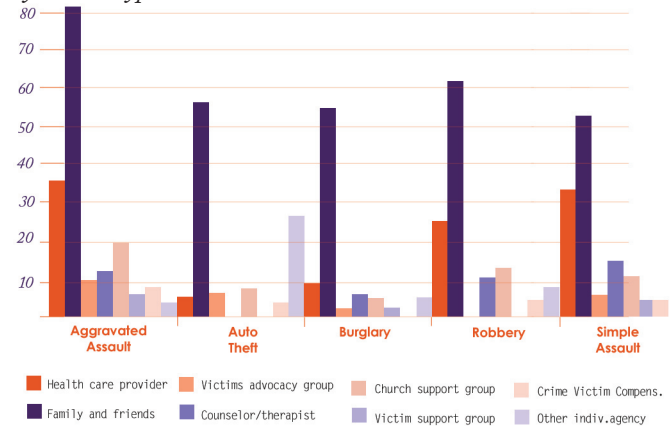
| Information Type | YES | NO |
|--|----------|-----------|
| Information on the status of the case (n=152) | 89 (59%) | 63 (41%) |
| Copy of police incident report (n=150) | 45 (30%) | 105 (70%) |
| Referral to other service agencies (n=131) | 23 (18%) | 108 (82%) |
| Reassurance that MPDC is concerned about what happened (n=149) | 88 (59%) | 61 (41%) |
| Crime prevention information (n=148) | 34 (23%) | 114 (77%) |



Providing information and assurances during followup is positively related to overall satisfaction with MPDC service.

FIGURE 9.

Percentage of Crime Victims Who Sought Victim Assistance, by Crime Type



performing the follow-up, but is also positively related to overall satisfaction with MPDC services. In fact, victims who received additional information and/or reassurances during the follow-up were over four times more likely to report being very or somewhat satisfied with the MPDC representative who performed follow-up, and *three and a half times* more likely to report being *very* satisfied with the overall police response. Further, 88 percent of victims who received additional information or assurances during follow-up were *either* very or somewhat satisfied with the overall police response, compared to 61 percent of victims who did not receive information. Interestingly, a higher percentage of victims who received follow-up from officers (86 percent) reported receiving information or assurances than those re-contacted by detectives (70 percent). This difference may also speak to why victims are generally more satisfied with officers who perform follow-up than with detectives.

E. Victim outreach to service providers and feelings of safety (Questions 18a-18h and 20)

Victims were queried about the types of services they sought following the crime incident. As in the previous year's survey, friends and family were the most commonly sought sources of support (see Table 2).

TABLE 2. *Type of Victim Services Used*

| Type of Service | Yes |
|---|-----------|
| Health care provider (n = 199) | 51 (26%) |
| Family and friends (n = 357) | 212 (59%) |
| Victim advocacy group (n = 287) | 13 (4.5%) |
| Victim support group (n = 300) | 7 (2%) |
| Counselor or therapist (n = 254) | 24 (9%) |
| Church support group (n = 307) | 31 (10%) |
| Crime Victim's Compensation Program (n = 324) | 11 (3%) |
| Other assistance (n = 274) | 27 (10%) |

As illustrated in **Figure 9**, this was true across all crime categories. Health care services were the second most common type of service sought by victims of violent crime (aggravated assault, simple assault, and robbery), while victims of auto theft sought support from a church group and "other individual or agency." There were no auto theft victims who sought assistance from either a counselor/therapist or a victim support group, no burglary victims who sought assistance from the Crime Victims Compensation Program, and no robbery victims who sought assistance from a victims advocacy or support group. It is puzzling that two burglary victims reported seeking assistance from a health care provider; however, these victims may have been referring to mental health counseling, not knowing that there was a separate question for counseling later in the questionnaire.

Overall, 65 percent of victims reported seeking some form of assistance. Among the five crime types included in the sample, victims of violent crime most often reported seeking some form of assistance. Victims of aggravated assault were proportionally most likely to seek at least one of the types of assistance listed above (84 percent), followed by simple assault



FIGURE 10.

*Victims' Reported Feelings of Safety,
60-90 Days After Victimization*

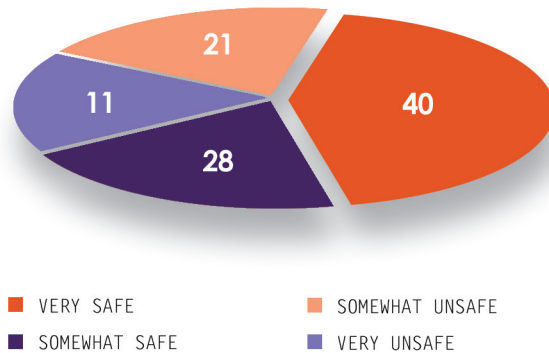
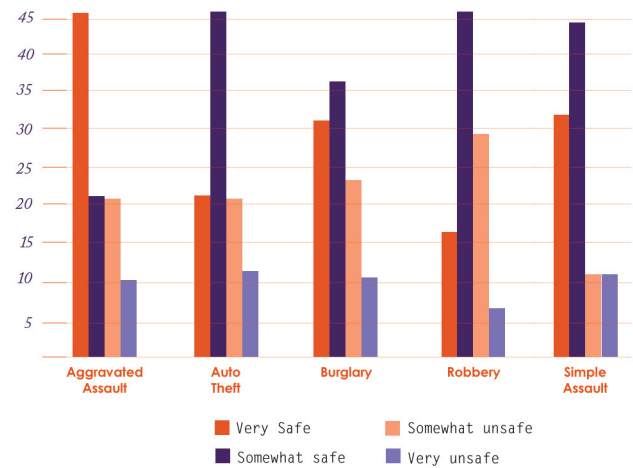


FIGURE 11.

Level of Perceived Safety, by Crime Type



and robbery, for which, respectively, 71 and 70 percent of victims sought some type of assistance. A smaller percentage of property crime victims sought assistance—59 percent of auto theft victims and 55 percent of burglary victims.

The next survey question dealt with how safe victims felt at the time of the interview, which was approximately 60-90 days after the incident (see [Figure 10](#)). Of the 387 victims who answered this question, 28 percent said they felt very safe, and 41 percent said they felt somewhat safe; thus, almost 70 percent reported that they felt somewhat safe or very safe approximately 60-90 days after being victimized. This is a slightly smaller percentage than the previous year, when 33 percent of victims reported that they felt very safe and 39 percent said they felt somewhat safe.

Interesting differences emerged when feelings of safety were compared by type of crime (see [Figure 11](#)). While in the previous year's survey, victims of burglary most often reported feeling very or somewhat unsafe, this year, the highest level of feeling very or somewhat unsafe was observed among robbery victims (36 percent), followed closely by victims of burglary (33 percent), auto theft (32 percent), and aggravated assault (31 percent). The lowest percentage of feeling very or somewhat unsafe was observed among victims of simple assault (23 percent). It is somewhat surprising that a greater percentage of auto theft victims – a property crime – would report feeling very or somewhat unsafe than simple assault victims. A possible explanation is that more victims of simple assault know their assailants, while victims of auto theft generally do not, and that being victimized by an unknown offender is more likely to induce fear.

F. Subsequent victimization (Questions 21 and 22a-22j)

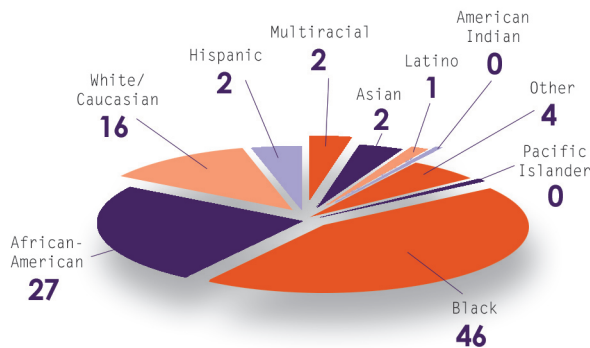
Questions 21 and 22 asked the victim whether he/she had been a victim of any other crime in the past three months. These crimes included rape, sexual assault, assault, domestic violence, robbery—including purse snatching—burglary, auto theft, theft from auto and “other.” Forty of the 384 persons who answered this question (10 percent) reported that they had been re-victimized within the preceding 90 days. The most common crime by which interviewees reported being re-victimized was burglary, followed by auto theft, and then assault, for which there were 18, 5, and 4 repeat victimizations, respectively. Further, almost half (48 percent) of these victimizations were the same as or similar to the crime leading to inclusion in this survey. This includes 12 repeat victimizations for burglary, three for assault/domestic violence, and three for auto theft.

The average age of the 40 respondents who experienced subsequent victimization was slightly older (43 years of age) than that of all survey respondents (41 years of age). Fifty-six percent of victims reporting re-victimization were male and 44 percent were female, compared to the overall sample of 52 percent male and 48 percent female. In other words, males are slightly over represented among those reporting revictimization.

Victims had two opportunities to receive crime prevention information: first, from the police officer(s) responding to their complaint, and second, from the MPDC officer, detective, or other representative providing follow-up information and assistance. Overall, 35 percent of victims in the sample reported receiving this information from



FIGURE 12.
Victims' Race
(percent of total)



one or both sources. A slightly smaller percentage of these respondents were re-victimized (33 percent) than among those respondents who did not receive crime prevention information (36 percent). While this suggests that the crime prevention information was somewhat effective, these results are too similar and the number of respondents reporting re-victimization is too small to draw conclusions about the efficacy of the crime prevention information.

G. Respondent Demographics (Questions 23–27)

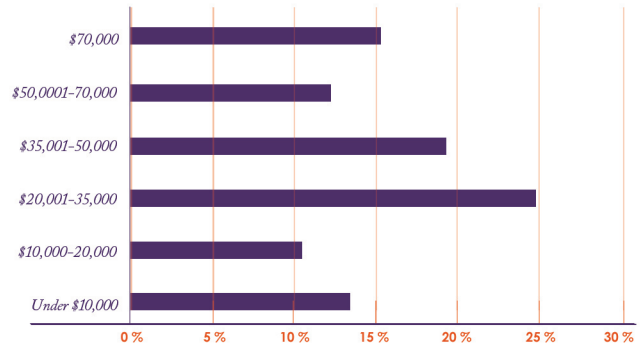
Gender and Age

The sample was comprised of 52 percent males and 48 percent females (gender was missing for eight respondents). The average age was 41 years at the time of the survey;⁷ respondents' ages ranged from 13 to 93.

Race

This survey includes the race categories used by the U.S. Bureau of the Census, including "Black," "African American," "White/Caucasian," "Hispanic," and "Latino." As indicated in **Figure 12**, 73 percent of victims identified themselves as being either Black or African-American, 13 percent more than the 60 percent reported for the estimated 2000 Census for the District of Columbia. Sixteen percent identified themselves as being White/Caucasian, slightly more than one half of the 31 percent reported in the estimated 2000 Census. Three percent identified themselves as being Latino

FIGURE 13.
Victims' Reported Income



or Hispanic, five percent fewer than the eight percent reported in the estimated 2000 Census. The remaining eight percent reported being of another race (i.e., American Indian, Asian, Pacific Islander, multiracial or "Other").

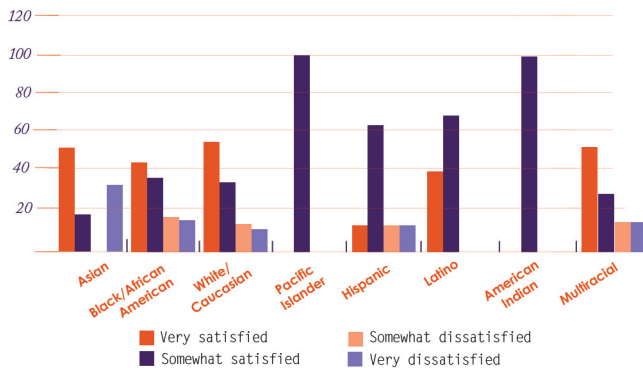
As in the previous year's survey, the percentage of Hispanics is slightly higher in the revictimized population (5 percent) compared to the entire sample (2 percent). Unlike the earlier survey, the percentage of Whites/Caucasians is *higher* in the revictimized population (30 percent) compared to the full sample (16 percent), and the percentage of Blacks/African-Americans is *lower* in the revictimized population (58 percent) compared to the full sample (73 percent). In the earlier survey, Hispanics were overrepresented in the revictimized population, Whites/Caucasians were underrepresented, and Blacks/African-Americans were equally represented.

Income

Figure 13 shows the levels of household income, before taxes, reported by respondents for the year 2001. Approximately 26 percent of those who answered this question⁸ made \$20,000 or less, while 29 percent made more than \$50,000. The income category within which the highest percentage (25 percent) of victims fell was \$20,001 to \$35,000. While this did not hold for every income category, in general, victims in higher income categories were overrepresented among those reporting revictimization.



FIGURE 14.
Victims' Satisfaction With Police Services by Race



Demographic Comparisons

The data generally revealed satisfaction with the general MPDC service across several demographic categories of crime victims. Overall, 42 percent of respondents were very satisfied and only 12 percent were very dissatisfied. White/Caucasian was the race group with the highest percentage of victims reporting being very satisfied (42 percent). Asian was the race group with the highest percentage of victims reporting being very dissatisfied (33 percent). The small number of respondents in many of the race groups greatly limits the analysis of satisfaction by race. Further, many of the percentages shown in **Figure 14** (e.g., Asians, Pacific Islanders, Hispanics, Latinos, American Indians, and Multiracial) are based on a small number of respondents and thus should be interpreted with caution.

As in the previous year's survey, there was little difference in police service satisfaction rates among lower-income victims (those with a total household income of \$20,000 or less) versus higher-income victims (those with a household

income of more than \$50,000). However, while in the earlier survey, the higher-income victims were slightly more satisfied than the lower-income victims, this year the lower-income victims were slightly more satisfied. This year, 74 percent of lower-income respondents reported being very or somewhat satisfied, compared with 72 percent of higher-income respondents. The previous year, 77 percent of lower-income and 79 percent of higher-income respondents reported being very or somewhat satisfied with police service.

Similar results are revealed in a comparison involving income and race. Among Blacks/African Americans, 72 percent of lower-income respondents, versus 61 percent of higher-income respondents, reported being very or somewhat satisfied in this year's survey. For Whites/Caucasians, 100 percent of lower-income respondents, versus 89 percent of higher-income respondents, reported being very or somewhat satisfied.

Finally, male victims were slightly more likely to report being very or somewhat satisfied than female victims (76 versus 72 percent).



Notes

¹While 395 victims were interviewed for this project, seven were victims of theft, which is not one of the five crime types designated for this project and were thus excluded from the analysis. The analysis is based on 388 victim interviews.

²Unless otherwise indicated, missing responses are not displayed in figures, tables or narrative in this report. Whenever possible, the number of people who responded to a particular question (n) is reported in charts and tables.

³Percentages may not total 100 percent due to rounding.

⁴It should be noted that for victims of crimes such as auto theft and robbery, some of these questions were not applicable. Regardless, all answers for those who chose to respond to this question were included in **Figure 4**.

⁵In addition, two respondents were contacted by a district commander and a member of MPDC's Communications staff.

⁶Readers should keep in mind, however, that in general, the majority of respondents reported being very satisfied with police services.

⁷Assuming all the respondents had already had their birthday for calendar year 2002.

⁸Twenty-seven percent of interviewees did not know their total household income, refused or otherwise did not provide an answer to this question.

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